

December 20, 2002

My name is Philip J. Hurwitz and I am Vice President of Pike Online, Inc., which is a local Internet Service Provider. We provide Internet service to over 3,500 customers who live in the Tri state area of Northeastern Pike County Pennsylvania, Northwestern Sussex County New Jersey, and Western Orange County New York. We are located in Milford, Pennsylvania on the Delaware River where the States of New York, Pennsylvania and New Jersey meet.

We began our business 1996, as Pike Online, Ltd., the first and only local Internet Service Provider in the area. Before we opened our doors, there was no local Internet in this area. If you wanted to get on the Internet, your only option was to dial long distance.

We offer many services to our subscribers the local phone company, Verizon, does not and will not provide. Starting with local dial up access. None of the national Internet Service Providers provide a local dial up access number for our area. All of the national ISP's are long distance with "per minute" charges to our market area. To the telephone giants, our market is too small to invest in. We also provide an online local business search directory free to our community, as well as an online local daily newspaper. Both of these services are badly needed and not provided by any other organization in our area. We have established Internet access connections for many nonprofit organizations at no charge and we provide service at reduced rates for many municipalities. We have connected our local volunteer fire companies, local police departments and three local public libraries for free of any charges to their organizations. We provide computer repair service as a value-added service for our subscribers.

Approximately 65% of this is free of any charge. Pike Online also offers many other free services for nonprofits in our market area as well as going to bat, for them to get Internet related donations for them. Many nonprofits in our market area literally have no money. In addition, Pike Online invests a portion of our income back into our community. This year, our company's donations were targeted to our communities health related needs and designed to get services in our community we don't have, such as Urgent Care, Funds for the Medically Indigent as well Advanced Life Support.

Pike Online also gives people a chance at a career and/or career changes. We have over the years hired many teenagers who went on to college to study Internet related subjects such as Security. We have taken people off the unemployment rolls by giving them a chance at a job. Our most recent employee was unemployed chipmaker who looked for a job for 2 years. He is making a mid-life career change, is very happy, doing very well at his job and makes our customer's happy.

When we started this business we had to do battle with GTE just to get POTS lines. It took three years and major battling with GTE to get to Digital Service. Now that we are dealing with Verizon who has become the monopolistic bully in our area, Verizon has no problem letting us know that they are the only game in town. This past August Verizon raised our access rates 61% without notice. When we asked Verizon why, the answer was because we wanted to! When we told Verizon that we have a five year contract with GTE (now Verizon) and were only in our third year of the contract, we were told to stuff it and that it carries no weight with Verizon.

In addition to this, we have constant problems with the Verizon's TELCO infrastructure. Many, of these problems are intentionally created by Verizon to cause problems for our subscribers.

The almost doubling of our rates coupled with Verizon's antics of causing faults in the TELCO system, which cause our customers to be disconnected intermittently from particular C.O.s compounded by Verizon employees informing our customers that the problems are "their ISP's, not Verizon's" demonstrate that Verizon is doing whatever it takes to put us out of business.

Pike Online Inc. employs, 21 people, and pays, them a modest wage. Our CEO does not get \$58 Million dollars a year. Nobody at Pike Online is getting rich. We were happy with our operation until Verizon decided to get hungry and Its upper management needs more money. This is like watching the little shop of horrors feed me, feed me more money, more money. You get the picture. When the ISP's are out, the Bells will just start raising the rates to the users as they have to us. There is no other choice in town.

The only way Verizon can be kept in check is for the FCC to make a good faith effort to uncover the discrimination in both their pricing and provisioning and put an end to it.

Until the FCC has demonstrated that it is willing to stand up to the Bells. And save the livelihoods of the small ISP's, their employees and keep local Internet service in the communities by stopping the Rape and Pillaging by the Bells. And by controlling their monopolistic appetites. The FCC will continue to be looked upon as being in the pockets of the Bells.

The lifting any controlling rules covering the Bells actions is not only premature, but ludicrous. To think the Bells will function, as anything other than the Monopolistic Giants they are demonstrating they want to be, is foolish. They are devouring everything in sight. The lifting of these controlling rules will give the "green light" to the Bells, like Verizon to continue with their "Bully" behavior. This will definitely put us out of business and then Pike County, Pennsylvania and its surrounding communities will once again return to the Pre-Internet dark ages and be left behind.

Do a survey of the general public. see what they think. We already know what our congressional representatives and senators think.

With All Due Respect

PIKE ONLINE, INC.  
PHILIP J. HURWITZ  
VICE PRESIDENT

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